



S/N 09/604,199

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

|             |   |                 |                 |
|-------------|---|-----------------|-----------------|
| Applicant:  | Robert H Joyce et al.   | Examiner:       | Lashonda Jacobs |
| Serial No.: | 09/604,199  | Group Art Unit: | 2157            |
| Filed:      | June 27, 2000   | Docket No:      | 2046.008US1     |
| Title       | SYSTEM AND METHOD FOR AUTOMATED AND CUSTOMIZABLE<br>AGENT AVAILABILITY AND TASK ASSIGNMENT MANAGEMENT |                 |                 |

PETITION FOR A ONE-MONTH EXTENSION OF TIME

MS Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

In accordance with the provision of 37 CFR § 1.136(a), it is respectfully requested that a one-month extension of time be granted in which to respond to the Office Action mailed August 24, 2004, said period of response being extended from November 24, 2004 to December 24, 2004.

Please charge the Deposit Account No. 19-0743 in the amount of \$120.00 to cover the required extension fee.

Please charge any additional fees or credit overpayment to deposit Account No. 19-0743.

Respectfully Submitted,

ROBERT H JOYCE ET AL.

By their Representatives,

SCHWEGMAN, LUNDBERG, WOESSNER & KLUTH, P.A  
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Date: 12/22/2004 By: Mark R. Vatuone  
Mark R. Vatuone  
Reg. No. 53,719

**CERTIFICATE UNDER 37 CFR § 1.8:** The undersigned hereby certifies that this correspondence is being deposited with the United States Postal Service with sufficient postage as first class mail, in an envelop addressed to: MS Amendment, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on this 22<sup>nd</sup> day of December 2004.

Dawn R. Shaw  
Name

Dawn R. Shaw  
Signature

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